

### **Abstract**

*Universitas Pelita Harapan Surabaya has faced a decrease in the number of applicants in their third year of operation. It is questioned by the management whether this problem is caused by the lack of commitment and trust of their existing students which might produced negative word-of-mouth to the market. Several previous studies found that student commitment is positively related to trust, which has eight antecedents known as expertise, congeniality, sincerity, integrity, cooperation, openness, tactfulness, and timeliness.*

*The purpose of this research is to investigate the influence of student trust and its antecedents toward student commitment using structural equation modeling. The object of this research is higher education institution, and the subjects are undergraduate students at Universitas Pelita Harapan Surabaya .*

*Reliability and validity check found that the research instrument had achieved reliability and validity criteria. While the result showed that all of the trust antecedents have positive relationship with trust except for congeniality, which has a negative relationship with trust, and two antecedents were found nonsignificantly related to trust, which are integrity and cooperation.*

**Keywords:** *expertise, congeniality, sincerity, integrity, cooperation, openness, tactfulness, timeliness , trust, commitment, higher education.*